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Judith A. Riley, J.D.

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Oklahoma City, OK 73132

April 14, 2011

VIA UPS Express Delivery

Public Service Commission of
South Carolina
Saluda Building
101 Executive Center Drive
Columbia, SC 29210
(803) 896-5125

RE: Service Quality Report – 1st Quarter 2011

Attached please find the 1st Quarter 2011 Service Quality Report for the following named telecommunications provider.

New Dimensions Communications

If you need further information, or if you have questions, please contact me at (405) 755-8177 ext. 25, or by email at amckay@telecompliance.net

Sincerely,

Alicia G. McKay
Regulatory Agent

Enclosure

SCPSC CLEC – QUARTERLY SERVICE QUALITY REPORT

SOUTH CAROLINA OPERATIONS

COMPANY NAME

New Dimension Communications

QUARTER / YEAR

1st / 2011

Month:	JAN	FEB	MAR
Number of Customer Access Lines	<u>1224</u>	<u>1246</u>	<u>1214</u>
Trouble Reports / Access Line (%)	<u>0</u>	<u>0</u>	<u>0</u>
Customer Out of Service Clearing Times (%)	<u>97</u>	<u>95</u>	<u>92</u>
New Installs Completed w/in 5 Days (%)	<u>97</u>	<u>98</u>	<u>96</u>
Commitments Fulfilled (%)	<u>99</u>	<u>99</u>	<u>99</u>

Comments / Explanations: _____

Person Making Report / Contact Information: Wayne Green 843-270-4915
